



# RESUMÉ AND COVER LETTER TOOLKIT



UNIVERSITY OF  
TORONTO

STUDENT  
LIFE

Career Exploration  
& Education

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This toolkit provides information about creating resumés and cover letters, including samples to get you started. There is no one way to write a resumé, but there are some best practices you should follow which will be demonstrated in the tips and samples that follow.

**REMINDER: A resumé is different in many ways to a CV. Please consult the [Creating an Academic CV](#) guide for more information on developing your CV.**

## Preparing to write your resumé & cover letter

Potential employers assess the documents you send with **their** requirements in mind, so it is important that your resumé and cover letter are tailored to specific positions and individual employers.

- The most effective resumés and cover letters highlight the link between your skills, experience, education and professional interests, and how these could contribute directly to the employer's needs. To understand what the employer's requirements are, carefully review the job posting to identify key words and industry-specific language and terminology, then link these back to your experiences.
- It is also important to remember that employers and recruiters spend limited time reading application documents, which means your resumé and cover letter should be written and formatted in such a way that allows the employer to **quickly assess** your candidacy and make you stand out as a strong candidate.
- Remember: There is **no one right way** to present yourself on paper. In fact, there are several effective ways for you to demonstrate your fit for an organization. It is beneficial to research the preferred way to present these documents to employers in your field. In addition, be mindful of how you format your resumé, particularly with the increased use of applicant tracking systems (ATS) to assess online applications.

## What is a resumé?

- A resumé is a **summary** of your academic background, paid and unpaid work experience, achievements, and co-curricular experiences. It is a strong statement of your skills, abilities, experiences and accomplishments, presented in a way that demonstrates your fit for the role. It motivates employers to meet you to discuss employment opportunities.
- Resumés and cover letters can assist you in landing an interview with a potential employer. The documents give focus to your job search and assist you in identifying the skills you have to offer an employer. They are not static and will change to reflect your development. Importantly, these documents should be **modified** each time you apply for a unique opportunity and targeted specifically towards that opportunity.

## Writing your resumé

### Step 1: identify the key skills and employer requirements for the position

Do your research to identify the key requirements of the role and needs of the prospective employer. Start with the duties listed in the job posting. (If you do not have a job posting, search for a job description for a similar role).

You can also use the following employment skills resource sites: The Conference Board of Canada [conferenceboard.ca](http://conferenceboard.ca), Business Council of Canada: [thebusinesscouncil.ca/report/investing-in-aresilient-canadian-workforce](http://thebusinesscouncil.ca/report/investing-in-aresilient-canadian-workforce).

If you are applying for positions that have not been advertised, you will want to learn everything you can about the industry and the organizations in which you are interested.

For a well-tailored resumé and cover letter, you will need to do the following types of research:

- **Occupational research:** What does someone in this role normally do? What is outlined in the job description? What skills, knowledge and experience is needed for the position?
- **Organizational research:** What is this organization's history and what are their future plans/goals? Who are their competitors, their clients? What challenges are their sector facing? Do they have a mission statement stating their values? What is the culture of the organization? What does diversity and inclusion look like in their company?
- **Industry research:** What factors affect the industry? What impact do issues like global or national trends, political decisions or economic realities have on the industry?

Through examining your experiences — education, paid or volunteer work, co-curricular activities, accomplishments, awards, sport and personal experiences — you will create a catalogue of your skills. This is the raw material you use to create an effective and powerful resumé and cover letter.

Begin by identifying previous experiences where you have used the skills needed for this role.

### Step 2: identify your skills and competencies

Skills and competencies are abilities or traits that you have developed or acquired through training and/or experience across your academic, work or extracurricular experiences. You can think of them in this way:

- Skills can be specific learned activities that describe **what** you can do. Skills can be general (e.g., problem-solving skills, collaboration, adaptability or presentation skills) or technical (e.g., programming, project management, coding, Adobe Photoshop).
- Competencies (the attitudes and behaviors) tell the **how** you get things done e.g., business acumen, relationship management, emotional intelligence.

You may also hear the terms soft-skills (interpersonal or people skills, listening skills, time management, empathy) and transferrable skills ('portable' skills - abilities or expertise transferred from one role to another and can be used in a number of different places e.g., critical thinking skills, research skills, negotiation skills, teamwork, leadership).

When creating your resumé and cover letter (and later preparing for interviews) it is essential to fully understand what each one of these broad skill/competency areas comprises within the context of the role. That way, you will be able to successfully describe how your experience addresses the breadth of skills the employer is seeking. For example, analytical skills can include identifying needs, gathering information, investigating, observing, analyzing information/ data, evaluating, solving problems.

Here are a couple of examples:

Experience	Skills Acquired
Course project: I interviewed five people in social work to ask about the social determinants of mental health. After interviewing the social workers, I analyzed the information I obtained and compared it to two articles about the social determinants of mental health selected by the professor. I further analyzed the information gathered and then wrote a 1,000-word summary of findings.	<ul style="list-style-type: none"> <li>• Communication skills in interviewing social workers</li> <li>• Gathering data through interviews</li> <li>• Analyzing data</li> <li>• Evaluating information for relevance</li> <li>• Solving problems with data analysis</li> <li>• Written communication skills</li> </ul>
Outreach coordinator with the University of Toronto Aerospace Students' Association: Purpose of the role was to increase the club's membership, which involved going to large events related to engineering and meeting new students who might be interested in the club. I also started a blog about the fun and cool things that involved aerospace. I improved the website look and content and updated content regularly.	<ul style="list-style-type: none"> <li>• Verbal communication skills to present ideas to new members</li> <li>• Ability to persuade others to join the club</li> <li>• Research skills for ideas for the blog</li> <li>• Technical skills (html) for improving the website</li> </ul>

### Step 3: connect what the employer requires to your skills and experience

Now that you know the skills the employer is seeking and the skills you have, you can begin to link or match them clearly. The chart below shows how the potential employer's needs can be linked to your skills and related experience.

Employer's Requirements (from job posting)	Your Skills & Competencies	Your Related Experience
Train volunteers.	Training	Trained new cashiers at bookstore, trained other employees in opening and closing procedures.
Analyze market conditions and trading trends in the Pacific Rim.	Analysis	Analyzed market trends to accurately forecast in April the price of gold during a student project.
Work in a fast-paced environment and on a project with tight deadlines.	Working to deadlines Working under pressure	Worked as a server in a very busy restaurant one summer, with long hours and sales targets to meet.
Respond to ad-hoc requests from the executive, financial or marketing teams when insights into data are needed.	Flexibility Responsiveness to ad-hoc requests	Managed a busy customer service desk and phone help line, requiring a flexible, adaptable approach to unpredictable requests.
Experience using databases and statistical packages for analyzing datasets (Excel, SPSS, SAS, SQL).	Technical analysis skills Experience of specific databases	In-class project work, thesis, office work using Excel, volunteer work doing customer surveys and data analysis using SPSS.

## Structuring a Resumé

A resumé is an outline of your skills, education, experiences and accomplishments. It is tailored, easy to read and well presented. In one to two pages, using your written communication skills, you give a strong account of yourself.

What follows are the components or sections that conventionally appear on a resumé. Personal information appears first, but after that, the order of these sections depends upon how you wish to market your experience to the field(s) you are targeting.

You will decide the best order in which to arrange your resumé based on the potential employer's requirements, the research you have conducted in your field and what you think is unique about you. The tips included below apply to most situations, but remember that there may be circumstances where you might order your resume differently, depending on the type of position you are applying to.

### Personal information

- Name, email, a personalized LinkedIn URL and/or additional website addresses (e.g., GitHub), and telephone number(s) are usually part of the application and appear at the top of the resume and cover letter.
- Other information, such as height, health, marital status, citizenship and personal photos are not included, as by Canadian law, this information cannot be asked for by an employer.

### Highlights of skills & qualifications

- A summary section, at the top of your resume, under your personal information, is strongly recommended to highlight quickly and concisely what you have to offer.
- Include three to five bullet points providing an overview of the skills and experience you have that are relevant to the employer/position.
- Include relevant technical skills, certifications or languages that are of direct relevance.

### Education

- Place the date to the right of your degree/ diploma. If your degree is in progress, state the date you began to “present” or anticipated graduation date.
- Start with the most recent degree or diploma attained with your area of study and educational institution.
- Mention CGPA if strong (include the scale used at the University e.g., 3.7 on a scale of 4.0).
- List key courses, thesis topic if pertinent. You do not need to include course codes.
- Include any scholarships, bursaries and awards.

### Professional experience (commonly used in chronological formats)

- List position title, organization name, location and dates. Bold only those items that you wish to draw attention to (e.g., position title or organization name). Supervisor's name, mailing address and telephone number are not necessary.
- Describe responsibilities by using accomplishment statements (please refer to page 6 and the sample resumé for examples and more information).
- Use an active voice to describe experiences and avoid using personal pronouns.
- Be direct, assertive and honest, but not modest.
- Include course projects if relevant to the position.
- Include paid experience, volunteer experience and extracurricular experience.
- Keep the information straightforward and simple.
- Use past tense to describe past experiences, present tense for current experiences.
- Format your experiences so that they are easy to read (e.g. all the dates in the same place).

## Volunteer and co-curricular activities

- This section can be included to demonstrate skills such as leadership, organizational abilities, communication and teamwork developed while volunteering or involved in extracurricular activities (clubs, professional associations, community or campus activities or hobbies).
- You may also choose to include cultural, religious, or political activities, depending on their relevance and fit with the position and organization.
- Indicate whether positions were elected or appointed and articulate level of responsibility, duties and special accomplishments.

## References

- Unless specifically requested, do not include or refer to references in your resumé. By applying to a position, you are implying you have references to support the information you are providing.

## Other section headings

- Other related and relevant experience e.g., project work.
- Additional training, certifications and/or professional development.
- Memberships and professional affiliations.
- Presentations and publications (more commonly found in applications to academic/research positions).

## Resumé format

Choose the resumé format based on what most powerfully highlights everything you have to offer to an employer and what is generally the norm in your industry.

- **Chronological format** arranges work experience, volunteer experience and extracurricular experience in reverse chronological order

(start with most recent experience and work backwards). It is the most widely used format and is best used when your career direction is clear and directly in line with your work experience. Many employers prefer this format.

- **Modified chronological format** allows for the changing of the order in which jobs are presented by grouping career-related experience together, while maintaining reverse chronological order. It is useful when work experience is scattered or not current and allows the experience most relevant to the position to be highlighted. It is a mix of the chronological and functional formats.
- **Functional format** focuses on skills and experiences and presents these first, emphasizing competencies and abilities, as opposed to when or where those skills were developed. This format works best where an individual has little formal work experience or has gaps in employment history or is making a career change.
- **Creative format** is a free-form approach, not used very frequently. It is most often used by people trying to obtain work in the arts and wishing to present a resumé that, by its very structure, highlights their creativity.
- **Curriculum vitae (CV)** provides a complete profile of your academic achievements, publications and scholarly interests, as well as skills developed through academic degrees and related teaching or research experience. It is most appropriately used when applying for an academic teaching or research position. The CV can also be required in applications to a graduate or professional program. In this case, the CV is really a more “academic version” of the resumé, as often the applicant does not have publications or teaching experience.

## Accomplishment Statements

Accomplishment statements are stronger ways to describe your experience than simply listing the job's responsibilities or duties. Accomplishment statements describe what you did (the action), the context (audience, methodology used, tools applied) and the result or outcome / impact. To construct an accomplishment statement, you can apply the following format:



Examples of these can be found in the sample resumé at the end of this document. Accomplishment statements can be either qualitative or quantitative (including data). A list of active verbs are available at the end of this toolkit.

## Let's Review Resumés

### Quick tips

- Most resumés are initially scanned for about 10 seconds. To maximize this short time, you must create a well-written, well-organized document that is easy to read and visually appealing.
- Organize your resumé so that you list your experience of most relevance and interest to the employer at the top of your document.
- Use point form in your descriptions, written as accomplishment statements. Do not start your bulleted statements with “responsibilities included” or “duties” to describe your experiences.
- Use section headings on your resumé that allow you to highlight key experiences and skills (e.g., research or project management or teaching experience).
- In Canada, most employers expect to see a resumé that is one to two pages long. Be sure to check the standards within your sector and location.
- Use only one font (such as Arial or Times New Roman) and ensure the font is clear, easy to read and professional looking. Use 11 or 12 size font for the body text.
- Avoid using tables, icons or resumé templates, as these can be difficult to read where organizations use Applicant Tracking Systems (ATS).



## Resume Review Checklist

### Experience section checklist

- Did you review the job posting to identify relevant knowledge, skills and experience to reflect in your document?
- Did you name the sections outlining your experience with the most appropriate titles: work experience, volunteer experience, extracurricular experience—or relevant experience headings (research/project management)?
- Do the descriptions of each experience begin with action verbs whenever possible?
- Did you use keywords and phrases in the descriptions of your experience that reflect the position requirements?
- Did you list position-related accomplishments?
- Were you able to quantify any of the accomplishments (e.g., “Supervised 45 phone operators,” or “Increased sales by \$25,000 during 2022 fiscal year.”)?
- Did you list the experience information beginning with the most recent within each heading?

### Academic projects section checklist

- Did you consider if your academic work is relevant to the position and if so, did you add information about your academic work highlighting key transferable skills?

### Education section checklist

- Did you provide information about the type of degree, school and dates (most recent education listed first)?
- Did you include majors, specializations and academic courses, if relevant to the position?
- Did you include other training, licenses and certifications that further enhance your qualifications and are relevant to the position?

### Additional sections checklist

- Are these sections relevant to the job or show skills that are necessary or useful? If not, can they be excluded?

### Overall and visual impact checklist

- Did you order the sections of your resumé according to their importance for the position?
- Did you double-check the grammar, punctuation and spelling?
- Do you have consistency in headings, tenses, punctuation, bolding?
- Did you order the information within each section in a reverse chronological order with most recent information listed first?
- Did you check if your resumé should be one or two pages? Is the layout clean, uncluttered and easy to read?
- Does this format market your skills, experiences and accomplishments in the best possible light - chronological, modified chronological or skills-based?
- Is the font selection and size appropriate?

## What is a Cover Letter?

A cover letter is the link between your resumé and what you can contribute to potential employers. Your cover letter will demonstrate why you want to work for this employer, your understanding of their needs, and how your skills and experience would make you a good ‘fit’ for the role and organization. It also allows you to demonstrate your written communication skills and your passion and energy for the role you are applying to.

It communicates a specific and personalized message answering the questions:

- Why are you sending this resumé? Why are you interested in this role, in this organization?
- Why should the organization hire you?

It takes time and practice to create an original, impactful, yet brief letter.

### Some tips

- **Be specific.** Too many cover letters contain statements that are either too general or are not targeted or linked to the employer’s needs. Offer your reader proof, in the form of an example, of an experience or activity that allowed you to use or develop key skills that the employer is looking for.
- **Support your statements:** Link skills with related experience. For example, “In my capacity as president of the Fine Arts Students Club, I organize special events and lectures, monthly movie nights and singalongs, as well as a yearly bus tour to New York.”
- **Use an active voice to communicate with clarity and confidence.** Compare (passive): “In my position at Telus Mobility, a training manual for new staff was developed and written” with (active): “In my position at Telus Mobility, I developed and wrote a training manual for new staff.”
- **Ensure there are NO spelling and grammatical errors.**
- **Avoid starting the letter with, “To whom it may concern.”** Include the hiring manager’s name whenever possible. You may find this by looking at the organization’s website, finding the hiring manager on LinkedIn or phoning the company and asking for this information. When the name of the person to whom you are sending the letter is not provided, you might instead address the letter by saying, for example, “Dear Hiring Committee” or “Dear Recruitment Officer”.

## Cover Letter Format

A cover letter has four parts to it. The top part will include your personal details, as outlined on the top of your resumé. The body of the cover letter has three parts to it. The opening paragraph will be personalized to the employer you are applying to, while the main body will comprise one to two paragraphs outlining your skills, experience and knowledge as it relates to the job. The final part is the closing paragraph.

FIRST NAME LAST NAME		
Phone	Email	LinkedIn URL
Employer's name		
Employer's address		
Date:		
<b>Re: (Job Title, reference number)</b>		
Dear (contact person's name):		
<p>The introductory paragraph should state why you are writing. Specify, using the employer's name, why they are an employer of choice for you (you can mention what drew you to the role, something specific the employer is doing, highlight an impact they have made and/or values they hold that align with yours). You may also mention how you learned of the opening (such as advertised position, trade magazine, family friend or professor).</p>		
<p>The middle section, at most two or three paragraphs, should use concrete examples to highlight your skills and experience, as they relate to the position you are seeking. For example, you can highlight related work or volunteer experience, extracurricular activities, education, training or other qualifications you have for this type of work. Focus on what contributions you can make to the organization rather than how you would benefit from the experience if you were hired into the position. When appropriate, you can elaborate on your courses, thesis topic or fieldwork. Make sure your statements indicate that you have researched the organization and position and understand the nature of the work. You can choose between writing paragraphs and bullet points, depending on your preference and the content you wish to convey. Both styles can showcase strong communication skills - the key is to choose a style that aligns with your content and effectively conveys your qualifications for the job. Remember, clarity, relevance and professionalism matter most.</p>		
<p>The final paragraph should thank the employer for their consideration of your application and pave the way for an interview. If you are applying to a company without having seen an advertised position, suggest that you will follow up with a phone call.</p>		
Sincerely,		
(Your signature)		
Your name		

## Sample Cover Letters & Resumés

### Sample Profile (1): Sarah Newart

Sarah is a graduate student, in the first year of a master's program. She is applying for an advertised role as a Digital Marketing Coordinator with a company, Ecology Canada, that organizes conferences and events. Sarah uses this resume format to focus on her transferrable skills, developed through her work experience as a Don and organizing events at the University.

**SARAH NEWART**

647-321-9876    sarah.newart@mail.utoronto.ca    linkedin.com/in/sarahnewart

Ecology Canada  
Mississauga, Ontario

DD/MM/YY

**Re: Digital Marketing Coordinator (Ref. 1289)**

Dear Saun Choy,

I read with great excitement about the opening for a Digital Marketing Coordinator at Ecology Canada. I have followed the work that you do for some time and greatly admire your achievements in having, in four short years, run 80 environmental seminars and contributed to the creation of 500 environmental jobs. I would welcome the opportunity to apply my skills, qualifications and personal passion for this field, to this role within your company.

Over the last number of years, I have worked in roles with a large marketing component. I have planned, marketed and executed more than 50 education and development programs for diverse audiences, some as large as 1,000 attendees, and have used a wide variety of social media platforms to market the events to ensure maximum participation and engagement.

In addition, my academic background in Urban Planning, Geography and Sociology has allowed me to develop a strong knowledge base and an understanding of the intersection between planning, resources and the environment, a background I would certainly bring to working with environmental professionals in this role.

I welcome the opportunity to speak with you to share my ideas as to where I could bring value to the team at Ecology Canada. I am available at your convenience at the number or email listed above. Thank you for your consideration.

Yours sincerely,

Sarah

## SARAH NEWART

647-321-9876

sarah.newart@mail.utoronto.ca

linkedin.com/in/sarahnewart

### HIGHLIGHTS OF SKILLS & ACHIEVEMENTS

- Three years event management experience.
- Two years customer service experience in retail and educational sectors.
- Fully versed in multiple social media platforms, incl. Facebook, Instagram, Mailchimp Skype for Business, Google packages, Canva.
- Extensive experience supporting and working with diverse and cross-functional teams.
- Spearheaded a team of 60 peer mentors for an E-Mentorship program, for more than 100 students.

### EVENT MANAGEMENT & PROGRAM EXPERIENCE

#### **Program & Residence Don (University College), University of Toronto** Aug. – May 2024

- Planned and executed more than 32 social, educational and developmental programs for 300 students over an eight-month period, meeting learning outcomes and organizational goals.
- Successfully launched new in-residence initiatives to tackle student concerns surrounding mental health for example, Exam-Care Week and Identify, Assist & Refer sessions.
- Created and distributed creative and informative event posters, flyers, website pages and weekly social media posts, strengthening community engagement and attendance at events.
- Designed and implemented eight new programs, including a multi-faith cultural lunch, coming in on budget and increasing the number of events from the previous year.
- Researched and liaised with food and equipment vendors for events from 20 – 300 people.
- Responded to student on-calls within college residence, successfully handling matters requiring conflict resolution and problem solving in a professional and sensitive manner.

#### **Program & Administration Assistant, University of Toronto** May – Sept. 2023

- Designed, implemented and managed an E-Mentorship program for 1,000 incoming first-year students, easing their transition into university.
- Managed a team of 60 peer tutors remotely and two work-study students, keeping strict weekly deadlines which were never missed.
- Re-designed and re-marketed UC's Thrive Orientation, resulting in 50% more engagement across social media.
- Planned and ran two successful Student Orientations simultaneously, which were commended by the UC Dean of Students.

**Student Life Work Study Assistant (UC), University of Toronto** Sept.2022 – May 2023

- Organized a one-day U of T leadership conference, attracting 120 student delegates which received positive feedback from attendees and work supervisors.
- Developed and recruited U of T alumni and professional speakers, scheduled group and individual breakout sessions and managed after conference social, developing conference management skills.
- Created detailed, bi-weekly progress reports for supervisors using Excel and shared Google files.
- Researched and designed nine workshops to build student leadership skills, receiving full attendance at each workshop.

**ADDITIONAL PROFESSIONAL EXPERIENCE**

**Cast Member, Cineplex, Toronto** July 2020 – Sept. 2022

- Cross-trained in guest services, concessions, floor and games arcade, requiring multi-tasking and flexibility to cover high volume areas, and was commended for zero errors in cash handling while balancing roles in highly pressurized areas.
- Frequently requested by management to run challenging guest services desk and was commended for excellent, consistent work by supervisors.
- Awarded two 100% Mystery Shopper Awards in 2017 in guest service attendant role.
- Collaborated with a diverse team of staff to maintain health and safety standards.

**EDUCATION & AWARDS**

**Master of Arts, University of Toronto** 2024 - 2026  
Area of Specialization: Urban / Economic Geography

**Bachelor of Arts, University of Toronto, St. George Campus, Toronto** 2024  
Major in Sociology, minor in Human Geography & Drama  
*Courses included: Economics, Statistics and Psychology*

**Awarded University College Merit Award** 2023  
Nominated and approved by the Merit Award Council for contribution to the UC community

**French Diploma & Peer Tutoring Award, Toronto High School** 2019

**TRAINING & CERTIFICATIONS**

Professionally trained in Conflict Resolution and Communication and Equity Inclusion 2023

Trained in Sexual Violence Education and Prevention 2023

Completed SafeTalk Suicide Prevention training 2023

CPR-C & HCP trained and certified 2022

## Sample Profile (2): Maxwell Smith

Maxwell is an engineering student, preparing to enter his final year. Commonly in engineering, resumés are one page and focus on engineering-related experience gained through class and co-curricular projects, as well as an internship. He is applying for an internship role.

### MAXWELL SMITH

416-987-6543 | maxw.smith@mail.utoronto.ca | www.linkedin.com/in/maxwellwsmith

Proctor & Gamble  
4711 Yonge Street, North York, Toronto  
[dd-mm-yy]

#### Re: Professional Year Experience Internship (Engineering)

Dear Hiring Manager,

I am writing concerning your posting of 'Professional Year Experience Intern, Engineering' on the University of Toronto's Engineering Career Centre website. I have had the opportunity to develop hands-on skills in the field of biomedical engineering and am seeking this opportunity to apply these skills to help Proctor & Gamble's clients meet their business challenges. I am eager to participate in your internship program and add value in solving problems in a multidisciplinary team.

Last summer, I worked as an engineering intern with Apotex Inc. In this role, I gained hands-on experience designing medical device parts using SolidWorks, with the opportunity to present my designs for review to senior management. I tested the devices I helped to build using Instron and force gauges, completing tests of compression, impact and high-cycle fatigue. Working in a cleanroom in the testing of the medical devices, I learned to use a particle counter to assess the status of the room. The results of my work were used in creating the final design of five medical devices, which are currently in the process of market testing with anticipated launch in the Canadian market in spring 2025.

In 2023, I had the opportunity to participate in a school project where I worked in a team of three students to develop a modified asthma inhaler that uses a spacer device. With my team, I presented the inhaler's design at a student conference at the University of Toronto, receiving positive feedback from both students and engineering professionals. In the future, we hope to test this device to further improve the design.

Thank you for taking the time to review my application. I would be happy to provide any additional information you may require and can be reached on 416-987-6543. I look forward to hearing from you at your convenience.

Sincerely,  
Maxwell Smith

## MAXWELL SMITH

416-987-6543 | maxw.smith@mail.utoronto.ca | www.linkedin.com/in/maxwellsmith

### SUMMARY OF SKILLS & EXPERIENCE

- Two years research and technical experience in the field of biomedical engineering, including experience working in a cleanroom.
- Applied understanding of software and test procedures in biomedical engineering.
- Computer Skills: SolidWorks, AutoCAD, Matlab, C++, Minitab, Microsoft Office.

### EDUCATION

**Bachelor of Applied Science, University of Toronto, GPA: 3.8/4.0** June 2025 (expected)  
Major: Engineering Science & Minor: Biomedical Engineering

### RELEVANT PROFESSIONAL EXPERIENCE

**Apotex Inc., Research and Development Intern, Toronto, Ontario** Summer 2024

- Engineered designs for bone screws and ergonomic handles for five implant devices using SolidWorks which were used in final pre-production stage.
- Performed tests of implant device parts using Instron and force gauges, the results of which were used in determining the final designs.
- Acquired hands-on knowledge of machine parts (including mill, CNC, and lathe), inspection (using calipers, micrometers, and CMM) and cleanroom procedures (including use of a particle counter) during the designing process.
- Examined four animal implant procedures and observed operating procedure of fluoroscope and related medical devices, building a solid base of knowledge in this area.

### ADDITIONAL EXPERIENCE

**Medical Device Development Project, University of Toronto** Winter 2023

- Designed a modified asthma inhaler with potential for patent while collaborating with a team of student designers and presented the project at Engineering Science Praxis Showcase.
- Developed a project plan, identified and learned relevant patent law, and mastered basic design and solid modeling techniques.

**Bioengineering Student Association, University of Toronto** 2023-Present

- Facilitated the planning and implementation of various organizational events including moderating a panel discussion with professors from Department of Bioengineering.
- Designed marketing materials and advertised the Orientation Welcome Event for new bioengineering students, which attracted new members to the association.

### EXTRACURRICULAR & OTHER SKILLS

**Sports:** Professional Tennis player and soccer player. Varsity Tennis team member 2022

**Languages:** English and French (native), Spanish (intermediate), German (beginner)



### Sample Profile (3): Winter Keeshig

Winter is a third-year Indigenous Studies student who is looking for an internship opportunity with a local Indigenous, non-profit organization. In previous roles they have coordinated health programs and facilitated cultural heritage workshops and are looking to build their youth programming skills.

#### WINTER KEESHIG

Toronto, ON | 647-321-9876 | Winter.Keeshig@mail.utoronto.ca | linkedin.com/in/Winterkeeshig

Indspire,  
555 Richmond Street West,  
Toronto,  
M5V 3B1

June 1, 2024

#### RE: Internship Opportunity

Dear HR Manager,

My name is Winter Keeshig and I am Anishnawbe from Neyaashiinigiing First Nation. I am writing to express my interest in working with Indspire as an Intern. I am drawn to work with Indspire because of your dedication to educating Indigenous youth to ensure that all First Nations, Inuit and Metis people achieve their highest potential. The Rivers to Success Program is a wonderful example of the support you provide, through mentorship and developmental opportunities, to allow youth to achieve success in their career choices. I am confident that I can bring my experience, together with knowledge from my Indigenous Studies degree program, to support this work.

Throughout my academic and professional journey, I have developed an in-depth understanding of First Nations culture, history and governance. My experience as a Community Outreach Assistant at the First Nations Community Center in Neyaashiinigiing allowed me to facilitate workshops on cultural heritage and traditional practices, enhancing community engagement and cultural awareness. As a youth mentor at Native Child Welfare, I mentored youth and organized cultural activities, fostering a strong sense of identity and pride among young community members.

I have demonstrated strong leadership and organizational skills through my involvement in the Indigenous Student Association at the University, where I planned and executed cultural events and seminars to raise awareness about Indigenous issues. My ability to communicate effectively and work collaboratively with diverse groups has been key to my success in these roles.

In addition, I am proficient in various IT skills, including MS Office, social media and basic website design. I am also fluent in English and proficient in Anishinaabemowin, which enables me to connect with and serve Indigenous communities more effectively.

Thank you for taking the time to consider my application. I look forward to discussing how my background, skills and enthusiasm can contribute to the work at Indspire.

Warm regards,  
Winter Keeshig

## WINTER KEESHIG

Toronto, ON | 647-321-9876 | Winter.Keeshig@mail.utoronto.ca | linkedin.com/in/Winterkeeshig

### HIGHLIGHTS OF SKILLS

- In-depth knowledge of First Nations culture, history and governance, with a strong commitment to Indigenous community development.
- Effective communication and organizational skills gained through four years of community outreach and event planning.
- Leadership skills developed through roles in student and community organizations.
- Languages: English, proficient in Anishinaabemowin.
- IT Skills: MS Excel, Word, PowerPoint, Adobe Creative Suite, basic website design.

### EDUCATION & AWARDS

**Bachelor of Arts in Indigenous Studies**, University of Toronto. GPA: 3.6/4 Expected 06/2025  
Relevant coursework: Indigenous Governance, First Nations Literature, Indigenous History, Cultural Preservation

**Marilyn Van Norman Indigenous Leadership Award**, University of Toronto 2023  
Awarded for demonstrating a contribution to the Indigenous community through volunteerism and involvement with First Nations House and other Indigenous Student Groups.

**Community Service Award**, Neyaashiinigiing, ON 2020  
Recognized for outstanding contributions to the Neyaashiinigiing community.

### INDIGENOUS YOUTH & COMMUNITY EXPERIENCE

**Outreach Assistant, Cape Croker Community Center,  
Neyaashiinigiing, ON** June-Aug 2023

- Successfully facilitated workshops on cultural heritage and traditional practices to 20 youth participants, enhancing community engagement and cultural awareness.
- Coordinated a series of events and programs that promoted health and wellness, leading to improved physical and mental health outcomes within the First Nations community.
- Created and distributed educational materials on Indigenous history and rights, increasing awareness and understanding of Indigenous issues among diverse audiences.

**Event Organizer & Member, Indigenous Student  
Association, University of Toronto** 2021 - date

- Planned and executed 20 cultural events and seminars to raise awareness about Indigenous issues.
- Provided peer mentoring and academic support to fellow Indigenous students, fostering their academic success and personal growth.

**Youth Mentor, Native Child Welfare, Neyaashiinigiing, ON** June 2020 – Aug. 2021

- Mentored youth ages 12-18 years, providing comprehensive guidance on educational and personal development, resulting in enhanced academic performance and personal growth.
- Organized cultural activities that fostered a strong sense of identity and pride among young community members, contributing to their overall well-being and community involvement.
- Collaborated with elders to integrate traditional teachings into all Native Child Welfare youth programs, enriching the curriculum and preserving cultural heritage for future generations.

## **ADDITIONAL PROFESSIONAL EXPERIENCE**

**Administrative Assistant, Registrar's Office,  
Faculty of Arts & Science, University of Toronto** 2022–2023

- Supported undergraduate students in selecting and enrolling in courses, facilitating a well-rounded academic experience and supporting their educational goals.
- Responded to enquiries relating to academic policies and course registration processes, enhancing students' understanding and navigation of academic systems.

**Cultural Knowledge Keeper, Cape Croker Community  
Elders Group, Neyaashiinigiing, ON** 2018-2021

- Participated in and meticulously documented traditional ceremonies and storytelling sessions, contributing to the preservation and dissemination of cultural heritage.
- Collaborated with elders to preserve and share traditional knowledge, ensuring its transmission to younger generations and fostering cultural continuity.

## **EXTRACURRICULAR ACTIVITIES**

- Member of University of Toronto Intramural Volleyball Team 2021 – date
- Participant in Traditional First Nations sports and games 2023

**Certifications:** CPR & First Aid 2024

## Sample Profile (4): Jay Lal

Jay is a first-year student studying Visual Arts. While they have no paid work experience, they have volunteered in a number of positions that are relevant to the role they are applying to – a summer position as a counsellor and administrator of an arts-based youth camp. They have created a 1 page resume and tailored cover letter highlighting the skills acquired in the areas of most interest to the employer (i.e. arts-based activities, education and working with youth).

**Jay Lal**

Toronto, M5S 2C7

416-123-4567

jay.lal@mail.utoronto.ca

Harbourfront Centre Camps  
235 Queens Quay West  
Toronto, ON  
M5J 2G8

[MM-DD-YY]

### **Re: Camps Admin Assistant (Job Ref. # 15SM018-AA-ET)**

Dear HR Manager,

While reviewing the recent postings for summer positions on the Harbourfront Centre's website, I was excited to find your job posting for the above position. As a first-year student majoring in Visual Studies at the University of Toronto, I am passionate about contemporary art and am excited by the work that you do as a non-profit organization specializing in arts-based education programs for youth. I believe that my experience in office administration and camp counselling aligns closely with the candidate you are seeking for this position.

For the last number of years, I have volunteered approximately 15 hours per week at Arts for Children and Youth. In this role, I divide my time between completing office administration work and providing arts-based education to children in schools. I regularly provide information to educators via phone and email with regard to the types of programming on offer. Having felt that social media would be an effective method of informing educators (current users and other community members) of AFCY's programming, I proposed the company open a Facebook page, and that I would curate the content on the page. Having designed the page, it launched in January 2023. In February, five educators signed-up for AFCY's programming, all of whom informed AFCY that they had heard about the organization via Facebook.

I would like to thank you for taking the time to review my application. I am available to start work at short notice and am flexible with working hours and shift work. I can be reached on 416-123-4567.

Sincerely,  
Jay Lal

Toronto, M5S 2C7

Jay Lal  
416-123-4567

jay.lal@mail.utoronto.ca

## PROFILE & SKILLS SUMMARY

- Four years' experience developing and delivering educational and engaging arts-based activities to children.
- Proficient in the use of MS Office Suite and database scheduling software.
- Certified to deliver First Aid & CPR to children.
- Currently pursuing a Bachelor of Arts, Visual Studies, with focus on Visual Strategies & Concepts.
- Feedback from supervisors includes being "quick to learn", "applies academic knowledge to develop children's programming" and "dedicated".

## ADMINISTRATION EXPERIENCE

### **AFCY (Arts for Children and Youth), Office Assistant (volunteer), Toronto** 2022 - present

- Respond to enquiries from educators by phone and through email and Facebook regarding AFCY's programming, managing up to 40 enquiries daily, following up in a timely and accurate manner.
- Schedule programming for approximately 25 high schools, using SmartSheet scheduling software.
- Developed content for a new Facebook page, which resulted in a strong sign-up for events.
- Develop creative copy for weekly newsletter, emailing up to 100 educators about upcoming events, with the goal of increasing enrollment in AFCY's programs.
- Deliver arts programming to children by developing interactive activities for use in the program and successfully engaging children in art while providing a safe afterschool activity. Have received strong feedback from school staff and requests for follow-up programs.

### **University of Toronto, Hart House Art Committee (Acquisitions), Toronto, ON** 2023 - 2024

Worked as a docent at the Justina M. Barnicke Gallery, providing a minimum of two tours per week to approx. five students per tour, teaching students about contemporary Canadian art. Feedback forms consistently rated my tours as "excellent".

- Reviewed more than 40 Canadian contemporary art works and acquired three new works over the course of school year, contributing to the building of the University of Toronto's art collection.
- Participated in four gallery and studio visits, building knowledge of Canadian contemporary art and tasks involved in working as an art curator.

### **Art Gallery of Ontario (AGO), Art Camp Senior Volunteer, Toronto, ON** 2022 - 2024

- Facilitated and co-created curriculum for two art-based, interactive workshops for the AGO's highly popular March Break Camps, educating groups of 20 children.
- Recruited four students into AGO's summer camp program, building a strong team of co-educators.
- Collaborated to train of five new volunteers to the AGO's March Break Art Camp, including delivering mock versions of the camp workshops to ensure the organizations performance and safety standards were met.
- Responding to approximately 100 requests from parents via phone and email interested in enrolling children, resulting in a take-up of 100% of places that year.

## EDUCATION

### **Bachelor of Arts (Hons) Visual Studies, University of Toronto** 2023 - date

Courses include Visual Concepts, Visual Strategies, Art and Context, Contemporary Printing



## Sample Profile (5): Jonathan Chang

Jonathan is a Bachelor of Commerce student who will graduate shortly. Jonathan is an international student and has had the opportunity to study abroad during his degree. He wishes to apply for a permanent role as a consultant.

### JONATHAN CHANG

Toronto, B1A 3C2 | 416-765-4321 | jon.chang@mail.utoronto.ca | linkedin.com/in/jrchang

Boston Consulting Group,  
181 Bay Street,  
Toronto, Ontario.

Date: DD/MM/YY

Dear Neeta Sharma,

While attending a job fair at the University of Toronto on [Month Day, Year], I had the opportunity to meet with Ms. Murphy who was representing your organization. While speaking with her, she recommended that I apply to Boston Consulting Group as a consultant. I would bring to your organization a solid understanding of accounting consulting, as well as both local and international experience in client advising. I am excited by the opportunity to work for BCG as a multinational organization and would like to apply my understanding of the Asian marketplace in my role.

This past summer, I worked as a financial planner intern at HSBC in Hong Kong. This opportunity enabled me to further develop my client advising skills, as well as my ability to deliver information via presentations. Over the summer, I worked with 10 corporate clients (mainly small businesses), working in partnership with a full-time financial planner, while taking on increasing responsibility during the client meetings. One of my main responsibilities in the role was to build a workshop aimed at convincing new small business clients to invest at HSBC. I delivered this workshop several times at the branch I was working at, to approximately 10 attendees per workshop. This workshop was successful in convincing several new clients to invest, and the success of the program was brought to the attention of HSBC head office. After attending the workshop, representatives from the head office decided that a version of the workshop should be rolled out to other branches that work with small businesses or are aiming to attract small business clients. I received an acknowledgement from the managing director for my work on this project.

Thank you for taking the time to review my application and I look forward to speaking with you soon. I can be reached at 416 765-4321.

Sincerely,

Jonathan Chang

## JONATHAN CHANG

Toronto, B1A 3C2 | 416-765-4321 | jon.chang@mail.utoronto.ca | linkedin.com/in/jrchang

### HIGHLIGHTS OF SKILLS

- Experienced professional with strong analytical skills and the ability to devise tailored solutions to deliver social impact in communities.
- Strong consulting, problem solving, and client interaction skills gained through international experiences working with leading financial sector organizations.
- Proven leadership credentials demonstrated by key roles in various student consulting clubs.
- Languages: English, Cantonese, Mandarin, French, Spanish (intermediate), German (beginner).
- IT Skills: MS Office (Excel, Outlook, Access, Word, PowerPoint), programming languages (Python, Java, C++, R), data visualization (Tableau, Power BI) and Adobe Creative Suite.

### EDUCATION & AWARDS

**Bachelor of Commerce**, University of Toronto. GPA: 3.64/4.0 June 2025 (expected)  
Specialism in Finance and Economics.

*Coursework included: Managerial Accounting, Investing for Impact, Management Consulting and Creative Destruction Lab*

**PEKING UNIVERSITY**, Beijing China February 2022  
“Doing Business in China” – a two-week course on Chinese business practices taught via cases and experiential learning. Topics included MNC operations in China and Financial Markets.

**Social Impact Scholarship** – Awarded for writing a proposal for a creative business idea aimed at making a social impact on our communities.

### CONSULTING EXPERIENCE

**HSBC, Financial Planning Intern**, Hong Kong May – August 2024

- Co-consulted with 10 potential corporate clients to develop financial plans based on each client’s specific needs and situations, and successfully convinced all 10 clients to invest.
- Planned, marketed and facilitated a workshop for approximately 50 potential small business clients. After positive feedback from attendees, the workshop was reviewed by the corporate training office and a version of the workshop is being prepared for branch roll-out.
- Performed at least 15 daily stock/mutual funds transactions and worked as a back-up teller to assist clients in conducting financial transactions.

**Commerce Consulting Association, Director of Events**, University of Toronto 2021 - 2023

- Spearheaded a team of 10 students in planning the annual launch conference focused on bringing together students and professionals passionate about creating social impact, which included:
- Securing seven seasoned professionals to serve as panelists.
- Recruiting six teams of students to pitch innovative ideas focused on creating social impact.
- Advertising the campaign to commerce students, resulting in a turn-out of more than 100 students.



**Endeavour Consulting, Associate Consultant, Toronto, ON.** 2023-2024

- Led a team of five volunteers providing pro-bono consulting services to four non-profit organizations that would not otherwise have had access to consulting services.
- Worked with the consulting team and clients gathering requirements and proposed solutions.
- Brainstormed and researched possible solutions and worked with the consulting team to review feasibility and make recommendations.
- Attended and supported ongoing training sessions, gaining both theoretical and hands-on knowledge of consulting services for non-profit organizations.

### **ADDITIONAL EXPERIENCE**

**University of Toronto, Academic Peer Advisor, Toronto, ON.** Sept. 2024-Present

- Supported approximately 100 undergraduate commerce students to select and enroll in courses for the upcoming semester, helping ensure students enrolled in courses required for graduation, while building a well-rounded knowledge base towards their career goals.
- Created and co-facilitated a one-hour workshop to approximately 200 incoming students about the University of Toronto's academic policies and course registration process, ensuring student awareness of academic responsibilities.
- Converted the policy and enrollment workshop into an online module for posting on the program website. Five additional programs have requested the slides for posting on their websites.

**Toronto Animal Shelter, Pet Care Volunteer & Photographer, Toronto, ON.** 2021-2022

- Undertook physical tasks related to animal care of more than 50 animals including walking, grooming, feeding/watering, socializing and general care.
- Improved animal shelter facilities by developing a feedback form and gathered inputs from the local community, which were used to make important changes in the shelter.
- Designed marketing materials for the company's website, including taking animal photographs, which resulted in an increased adoption rate by over 10% in two months.

### **EXTRACURRICULAR ACTIVITIES**

**Sports:** Professional volleyball and soccer player.  
Varsity volleyball team member 2021-2023

**Certifications:** CPR & First Aid 2023

## Resumé or CV?

Employers may often use the terms resumé and CV interchangeably, however it is usually the resumé that is being requested by recruiters or employers. While there are some similarities between a resume and a CV, here are some distinguishing features:

### Resumé

- Used to apply for industry positions, such as in business organizations, non-profit, consulting, management or government.
- Concise summary of relevant experience, skills, education, tailored to the position.
- Typically, a maximum of one to two pages.

### CV (Curriculum Vitae)

- Used to apply for academic positions (e.g., positions in teaching and/or research at academic institutions) as well as graduate and professional schools.
- Emphasis on academic qualifications, related research and teaching experience, publications, scholarly achievements.
- Number of pages is often dependent on length of academic career and associated scholarly work.

## Converting a Resumé to a CV to Apply for Graduate School

### The process

If you are applying to a graduate or professional program, you may need to revise your resumé to tailor it for a more scholarly pursuit, as opposed to a work position.

Here is how to begin the process:

- Identify the most important skills, experiences and educational information valued by the graduate or professional program and ensure that you highlight them throughout your document.
- Prioritize the information you have gathered and decide how to organize the sections on your CV, listing the most relevant information first.
- Ensure you expand on your academic experiences that are relevant to the program (e.g., academic projects and technical skills such as SPSS, lab work).

On the following pages, we outline how Maheen converted her resumé into a CV. Note: For more information about how to create a CV to apply to academic positions (e.g., tenure track professor), please visit our website at [studentlife.utoronto.ca](http://studentlife.utoronto.ca).



## CASE STUDY: MAHEEN RIAZ, CONVERTING A RESUMÉ TO A CV

Maheen used the resum  below to apply for a position as an administrative assistant for the Department of Student Life. In her resum , Maheen highlighted her organizational, administrative and teamwork skills, as well as her accomplishments. Maheen will be applying to graduate school—a thesis-based Master of Science—and she will convert this resum  into a CV for her application.

### MAHEEN RIAZ

Toronto, M5V 2D7 | 416-481-4433 | mriaz@mail.utoronto.ca

#### WORK EXPERIENCE

**Research assistant**, Ortho Pharmaceuticals Inc., Toronto (summer & part-time) 2023–2024

- Designed, organized and conducted experiments, ensuring a high level of accuracy and attention to detail and completed work by the assigned deadlines.
- Analyzed information gathered and presented results to team members and supervisors through a formal presentation and detailed written report.

**Cashier/salesperson**, Calderone’s Bookstore, Toronto Summer 2024

- Priced, stocked and organized displays.
- Responded to customer enquiries and problem-solved, resulting in being named Employee of the Month on two occasions.

**Volunteer**, Canadian Physicians for Africa, Toronto Fall 2023

- Coordinated the activities of a team of seven volunteers that raised \$100,000.
- Independently raised \$6,000 for the Food for Africa Campaign.

**Clinic volunteer (part-time)**, Manulife Red Cross Blood Donor Clinic, Toronto 2022–2023

- Contacted registered blood donors to regularly attend Red Cross Clinics.
- Registered 500 blood donors in a busy Red Cross Blood Donor Clinic.

**Barista**, Starbucks, Toronto 2022 - 2023

- Collaborated closely with a team to deliver fast and courteous service to customers.
- Organized a new method of processing catering orders that saved time and improved efficiency.

#### EDUCATION

**Bachelor of Science**, University of Toronto Expected 2025  
Specialisms: Biochemistry, Neuroscience

#### INTERESTS & ACTIVITIES

Fitness, weightlifting, science magazines, theatre and music (play piano).

Maheen has now converted the resumé she used for administrative positions to a CV, which she will use to apply to a thesis-based Master of Science. Maheen is highlighting her research skills and her technical laboratory skills.

## MAHEEN RIAZ

416-481-4433

Toronto ON M5V 2D7

mriaz@mail.utoronto.ca

### HIGHLIGHTS OF SKILLS

- Two years research experience, conducting scientific literature reviews, performing lab experiments, collating and presenting reports to peers and Faculty.
- Data analysis experience, analyzing experimental data using SPSS & Excel.
- Laboratory techniques: 1H-1H COSY NMR spectroscopy, GCMS, UV spectroscopy; chromatography (gas, thin layer, column); staining procedures, including globin IHC trials, ferric ferricyanide, erythrosine B, acid elution; preparing microscope slides and blood samples.

### EDUCATION

**Bachelor of Science**, University of Toronto Expected June 2025  
Biochemistry and Neuroscience, double major

### ACADEMIC PROJECTS

**Advanced Microbiology Project**, University of Toronto 2024

- Performed lab experiments on protein separation
- Maintained lab equipment regularly
- Compiled and analyzed data using SPSS
- Prepared detailed reports summarizing findings

**Neuroscience Course**, University of Toronto 2023

- Researched the effect of anti-psychotic drugs on the brain
- Conducted literature reviews on a range of scientific topics
- Wrote numerous papers, several as long as twenty-five pages

### HONOURS AND AWARDS

Dean's List for three consecutive years for achieving a CGPA of 3.5/4.0 or higher 2022, 2023, 2024

Awarded University College In-Course Scholarship for top academic achievement 2022, 2023

### RESEARCH EXPERIENCE

**Research assistant, Ortho Pharmaceuticals**, Toronto (summer & part-time) 2023 - 2024

- Performed DNA isolations and used restriction enzymes.
- Designed Michaelis-Menton enzyme kinetics assays.
- Performed syntheses, purification, distillations, and crystallizations.
- Generated cellulose ion exchange and gel exclusion chromatographs.
- Conducted statistical analysis of experimental data, and evaluated arguments based on research data.
- Presented ideas and results to team members and supervisor.
- Wrote clear and concise laboratory reports.

## ADDITIONAL EXPERIENCE

**Cashier/salesperson**, Calderone's Bookstore, Toronto Summer 2024

- Managed problems with inventory and customer requests
- Worked closely with rest of staff to provide excellent service to customers
- Named Employee of the Month

**Volunteer**, Canadian Physicians for Africa, Toronto Fall 2023

- Coordinated a team that raised \$100,000 for the Food for Africa Campaign, as well as fundraised \$6,000 for the campaign

**Clinic volunteer (part-time)**, Manulife Red Cross Blood Donor Clinic, Toronto 2022 - 2023

- Telephoned and encouraged registered blood donors to regularly attend Red Cross Clinics
- Registered and categorized 500 blood donors in a busy clinic

**Barista**, Starbucks, Toronto 2022 - 2023

- Provided excellent service to customers and worked well as part of a team

## ACTIVITIES AND INTERESTS

Fitness, weightlifting, reading science magazines, theatre and piano

## Electronic Applications

Most employers require applicants to submit their resumés and cover letters electronically and the instructions on how to do it vary from employer to employer. Large employers may also ask you to complete online applications to apply for positions. Here are some general tips to consider:

- If you are asked to send a resumé, do not forget your cover letter.
- Use a professional email address.
- Ensure your application is error-free and professional (no emoticons or abbreviations).
- Take the time to review online application forms ahead of time before completing and sending it in. Enter the information carefully.
- Generally, it is best to send your documents in a PDF file format. If you are targeting a company specifically and will be applying several times, you can contact the employer to ask the preferred attachment format.
- Have a plain text resumé version available when completing online application forms.

### Creating plain-text documents:

To create a plain text resumé and cover letter, first open your regular text in a word processor. Then, save your document as a text-only document. Open your text document using a text editor and make any necessary changes.

Here are a few tips for formatting plain-text resumés and cover letters:

- Bold, italics, bullets, and various sizes of fonts will not appear in a text resumé. Instead, you can use capitals for headings in place of bold or underlining. Use a sans serif font such as Helvetica and Arial or a plain common font such as Times New Roman.
- Most email programs wrap text at about sixty-five or seventy-two characters, including spaces. Therefore, it is a good idea to type no more than sixty-five characters per line with a return at the end of each (i.e., press the Enter key). If you don't, any characters after this point may be

dropped down to the next line, and your resumé will appear disorganized and hard to read.

- If your resumé or cover letter contains page numbering, remove this information from the text version.
- Do a test and send your resumé to a friend or family member to ensure it looks good on the other end.
- Make sure your subject line is appropriate—include the title of the position for which you are applying.
- Make sure you use keywords throughout your resumé (e.g., position titles, skills, education).

## Applicant Tracking Systems

An Applicant Tracking System (ATS) is a software tool used by organizations to manage job applications, keep track of candidates, and assist recruiters in shortlisting and screening candidates during a recruitment process. When preparing your resume to get through an ATS, consider these tips:

1. Keep your formatting simple and straightforward. Use a standard font (like Arial or Times New Roman) and avoid complex layouts.
2. ATS scans resumes for specific keywords related to the job. Tailor your resumé by using relevant terms from the job description. Highlight skills, qualifications and experience that match what the employer is looking for. It is important to customize your resumé for each job.
3. Avoid graphics, tables or images as these can be difficult for the ATS to read. Stick to plain text.
4. Organize your resumé into standard sections: Contact Information, Skills Highlights, Work Experience, Education and Certifications. ATS recognizes these common headings.
5. Your resumé can be submitted as a PDF document unless the job posting states otherwise.



### **Posting Resumés on a Resumé Database**

Some online job boards invite you to upload your resumé to their resumé database for employers to review. The success rate using these approaches to finding work is low, therefore, in your work search, use this method as one of many.

Note: Employers might also review your LinkedIn profile as it will potentially include additional information. Ensure that it is up-to-date and consistent in demonstrating and communication your career goals.

### **For further information, contact Career Exploration & Education.**

Visit Career Exploration & Education (CxED) online for a full list of our services and resources @ [studentlife.utoronto.ca/cc](https://studentlife.utoronto.ca/cc) or the Career & Co-Curricular Learning Network @ [clnx.utoronto.ca](https://clnx.utoronto.ca).

# APPENDIX 1

Sample active verbs (skills) to build accomplishment statements.

Analytical	Communication	Creative	Interpersonal
Analyze	Advise	Compose	Adapt
Apply	Clarify	Craft	Advise
Compare	Compose	Create	Coach
Contrast	Convey	Demonstrate	Collaborate
Critique	Convince	Design	Consult
Describe	Discuss	Display	Influence
Estimate	Draft	Draw	Interview
Evaluate	Explain	Edit	Listen
Explain	Facilitate	Exhibit	Manage
Identify	Interpret	Explore	Mediate
Investigate	Negotiate	Express	Mentor
Observe	Persuade	Generate	Moderate
Problem Solve	Present	Illustrate	Negotiate
Question	Promote	Perform	Persuade
Record	Refer	Produce	Resolve
Research	Report	Publicize	Teach
Review	Summarize	Solve	Teamwork
Synthesize	Translate	Write	
Validate	Write		



Leadership	Management	Organization	Research
Administer	Administer	Administer	Analyze
Advocate	Approve	Arrange	Collect
Coach	Assign	Catalogue	Compare
Coordinate	Authorize	Categorize	Critique
Delegate	Chair	Chart	Determine
Direct	Coordinate	Classify	Evaluate
Engage	Delegate	Code	Examine
Influence	Direct	Collect	Experiment
Initiate	Establish	Compile	Explore
Lead	Generate	Coordinate	Formulate
Manage	Incorporate	Distribute	Gather
Motivate	Increase	Execute	Identify
Negotiate	Initiate	File	Inspect
Observe	Inspect	Generate	Interpret
Recruit	Organize	Implement	Interview
Resolve	Oversee	Monitor	Invent
Supervise	Plan	Organize	Investigate
Train	Prioritize	Plan	Measure
	Recommend	Prepare	Research
	Review	Prioritize	Solve
	Schedule	Project Manage	Summarize
		Track	Survey
			Test

Quantitative		Technical	
Adjust	Forecast	Analyze	Model
Analyze	Interpret	Apply	Network
Audit	Measure	Build	Operate
Balance	Monitor	Construct	Program
Budget	Project	Develop	Reduce
Calculate	Reconcile	Devise	Restore
Collect	Record	Engineer	Solve
Compute	Research	Implement	Test
Estimate	Survey	Improve	Transform
Evaluate	Utilize	Maintain	Verify



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